



# NAVAJO COUNTY

## JOB DESCRIPTION

**TITLE:** Network Technician

**FLSA:** NE

**SERVICE:** Classified

**REVISED:** 2/1/11

**Summary:** Under general supervision, performs technical support of moderate difficulty in facilitating network connectivity, providing assistance to departments and installing and trouble shooting computer, peripherals and software, and performs and performs related duties as assigned.

**Essential Job Functions:** *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Provides technical support to users on all aspects of personal computers.
- Repairs computers or upgrades components.
- Schedules, coordinates with users and sets up new systems.
- Installs and/or troubleshoots computer peripherals.
- Installs, troubleshoots and/or upgrades software.
- Upgrades, installs, maintains and repairs computers and/or electronic communications equipment and components.
- Provides information to users regarding software utilization and computer literacy.
- Recommends new software, hardware and enhancements.
- Must be able to climb a ladder to access tops of buildings, enter and work in confined spaces, and lift and carry up to 50 pounds.

### Knowledge and Skills:

- Knowledge of the applications, capabilities and operation principles of personal computer software and hardware.
- Knowledge of personal computer operating systems, peripherals and software.
- Knowledge of standard office practice and procedures.
- Knowledge of training methods and procedures.
- Knowledge of cabling installation, maintenance and troubleshooting.
- Skill in troubleshooting and repairing computers and peripherals.
- Skill in running and terminating cable.
- Skill in analyzing and determining the sources of and resolving computer problems and malfunctions of hardware and software.
- Skill in effectively communicating verbally and in writing.
- Skill in establishing and maintaining effective working relationships with employees, other agencies and the public.

### Desirable Qualifications:

Bachelor's Degree or technical school graduation in Computer Science; AND one year experience in computer set-up, repair, upgrading and operations; prior work experience in a government setting preferred; OR equivalent combination of education, training and experience.